REDUCING INCIDENTS OF PHYSICAL AGGRESSION ON COBURN PICU

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Aim
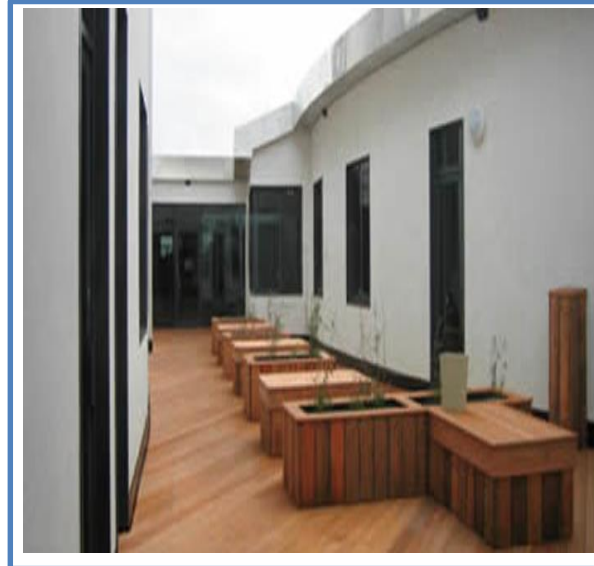
Overall Aim: To improve the number of incident (physical aggression) free days by 50% for each admission on Coborn PICU by May 2017.

Rationale:
- Improve patient care and experience
- Reduced number of restraints and use of rapid tranquilisation
- Improve staff safety, morale and staff confidence in managing risk
- Create a safe environment for young people

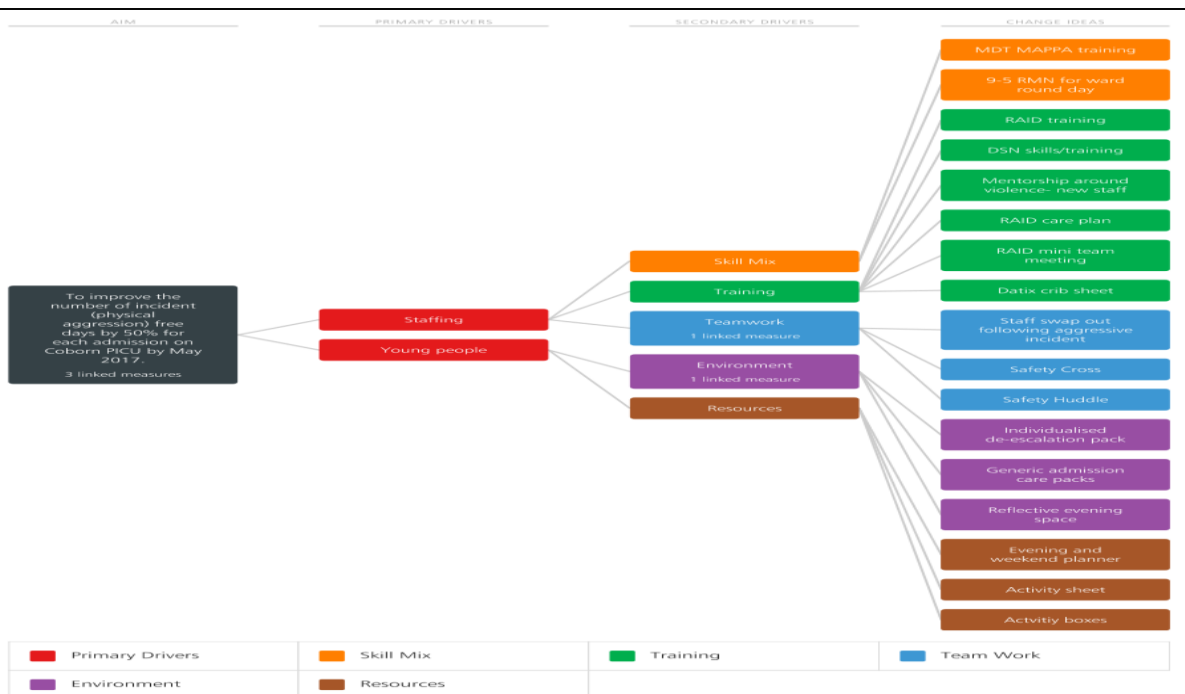## Why is this important to service users and carers?

- Creating a safe environment is paramount to recovery
- Parents need to feel reassured that their children are in a safe environment
- A low stimulus environment helps young people feel safe and helps aid recovery from illness
- Multiple and/ or prolonged physical restraints have the potential to harm the young person
- Reduces the burden of immediate pharmacological intervention, which has the potential to cause side effects
- Parents and young people can build therapeutic relationships with staff and work towards a common goal
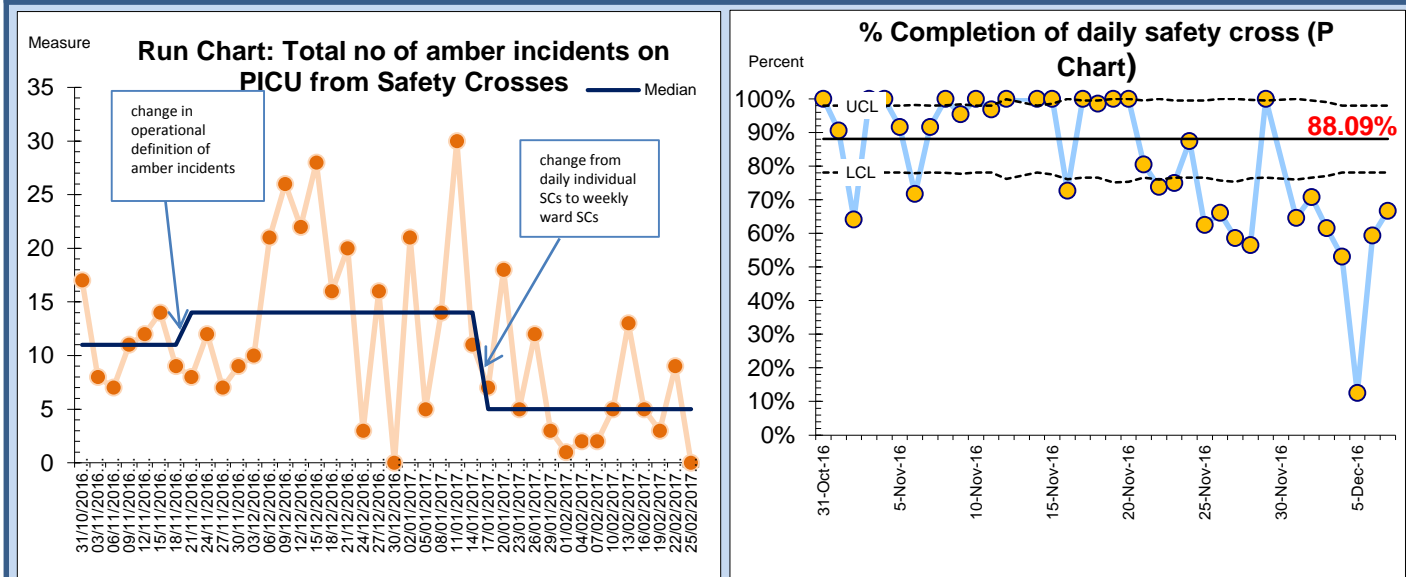
Driver diagram

Tests of Change

- Trained staff in positive behavioural approach (RAID- Reward Appropriate Implode Disruptive; including de-escalation techniques)
- Integrated positive behavioural ideas on the ward (e.g. behavioural management care plans, reflective groups)
- Introduced weekend and evening groups and monitoring group engagement
- PICU garden
- Safety Crosses and recently introduced Safety Huddles to compliment crosses

Measurement Approach:
- Since November 2016 have focused on how to capture quantitative data accurately and reliably to show positive effect of change ideas demonstrated in qualitative data. Datix failed to fully capture improvement felt by staff after introducing RAID, due to 'spiky' nature of data
- Introduced Safety Crosses to capture 'near misses ' of physical aggression (recorded as amber)
- Multiple PDSAs to improve format of safety cross to help improve accuracy of recording of incidents

Data

Run Chart: Total no of amber incidents on PICU from Safety Crosses — Median

% Completion of daily safety cross (P Chart) — 88.09%

Learning

- Our recent PDSAs have focused on perfecting our measurement approach using the Safety Crosses
- Although Safety Crosses have been implemented in other services, we found that we needed to progress through multiple PDSAs of 'tweaking' the operational details to adapt this measurement approach to our CAHMS PICU. E.g. Started with daily Safety Crosses for each YP, changed to weekly safety crosses for whole ward due to incomplete crosses and confusion with regards to definition of amber incidents.
- Studying the data from the crosses as well as the Datix reports has been important in informing our subsequent PDSAs. Following the whole PDSA cycle has enabled us to work together as a team to devise a safety cross which is easy to use.
- This has been a longer process than expected and highlights the importance of fitting the approach to the environment.
- We have also learnt in order to implement any change idea it is essential to have on-going communication with all staff involved and provide feedback of the results and what this means for the ward, staff and young people.